
EXHIBITOR FAQ

112TH ANNUAL CONFERENCE | ST. LOUIS, MISSOURI

Thank you for joining us in St. Louis! We look forward to seeing you soon!

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CONFERENCE

Where is the conference being held?

The conference is being held at the following address:

**America's Center Convention Complex
701 Convention Plaza
St. Louis, MO 63101**

Where can I find the latest information on the conference?

Stay up-to-date on current developments by visiting www.gfoa.org and clicking on the "Annual Conference" tab.

How do I see GFOA's full schedule?

The Conference Program Guide will be posted to GFOA's website on **April 26**. The schedule will also be made available in GFOA's mobile app, "GFOA 2018 Annual Conference."

EXHIBIT HALL

What are the details for this year's Exhibit Hall?

- ✓ Stop by GFOA's Products and Services booth (#203) to keep up to date on recent GFOA activity. A GFOA staff member will be available at all times to answer any questions.
- ✓ The Exhibit Hall hours follow:
 - Sunday, May 6***
9:30 am – 2:00 pm
4:30 pm – 6:30 pm
 - Monday, May 7**
11:00 am – 5:30 pm
 - Tuesday, May 8**
10:00 am – 2:30 pm

*Are there any specific events being held in this year's Exhibit Hall?

- Don't miss the **opening of the Exhibit Hall** on Sunday, May 6, at 9:30 am. Festivities will include a **ribbon-cutting**, giveaway prizes to the first 112 delegates (excludes guests and children) to walk through the hall, coffee, tea, and breakfast bites.
- GFOA's **Welcome Reception** on Sunday from 5:00 pm to 6:30 pm will take place in Hall 3 and the Exhibit Hall with appetizers and beverages.
- **Dessert will be available in the Exhibit Hall for delegates on Monday and Tuesday.**

BOOTH SERVICES

How do I order services for my booth?

Please see the [Exhibitor Services Kit](#).

What are the deadlines for ordering services for my booth?

Receiving for advanced freight shipping starts April 3; **the advanced freight deadline is April 26**. The **discount price deadline is April 13**. For more dates and deadlines related to booth services, see Freeman's [schedule](#).

What booth equipment is included?

Each 10' x 10' booth will be set up with 8' high red, white and blue back drape and 3' high red side dividers. Booths 300 square feet or less will receive a one-line identification sign. Booths larger than 300



square feet may receive a one-line identification sign upon request. For more information, [click here](#).

The exhibit hall is not carpeted, but the aisles will be carpeted in midnight blue. **Show Management requires all booths have floor covering.** Exhibitors may provide their own or rent from Freeman. See Freeman's [products and services](#) for options.

**What if I need to order services onsite?
What if I have a question about my order?**

Please see the **Freeman Services Desk**, located in the **Exhibit Hall behind the 800 aisle**.

How do I arrange shipping of my exhibit materials before the show?

Freeman Exhibit Transportation can handle your transportation needs. Log on to freemanco.com/store to arrange shipping in advance of the event or call 800-995-3579.

How do I arrange shipping of my exhibit materials after the show?

Post-show shipments should be scheduled in advance with your carrier. All exhibitor materials must be removed from the exhibit facility by Wednesday, May 9 at 1:00 pm. To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline, please have all carriers check in by Wednesday, May 9 at 12:00 pm.

When will I receive my exhibitor badge?

"Exhibitor/delegate" badges will be **available for onsite pickup in St. Louis** to

exhibitors who paid to participate in this year's sessions. **Complimentary "Exhibitor"** badges to access the hall will be available for pick up during GFOA registration hours. **Please go to the "Exhibitor" line at GFOA Registration.** The badges will be organized by company and one representative from each company is encouraged to pick up the badges for their booth staff.

My company's booth set up does not take very long. Will I be able to set up on Sunday morning?

Yes, in addition to **Saturday, 8:00 am – 5:00 pm**, the hall will be open at **8:30 am on Sunday** morning for exhibitors to get their booths ready. **Booths must be set up by 9:15 am.** **Please note** that the ribbon-cutting to the hall is at 9:30 am. If you are setting up on Sunday morning, please e-mail [Gaye Dyer](#) at Freeman. Please let her know that you're with the GFOA show, your booth number, and what time you will be setting up. For more information related to booth set-up and take-down, [click here](#).

Is there an app for exhibitors?

Yes. The FreemanOnline app contains show information, contact information for Freeman, order history, and more. Download the app at folmobile.freemanco.com, from Google Play, or from the App Store.

REGISTRATION & LOGISTICS

What should I bring with me to the show site?

- Your phone with the FreemanOnline app



- Copies of all your paperwork and documentation, as a reminder of what you ordered
- Copies of your shipping information and tracking numbers
- Charging cords and/or power adapter

How do I register my booth staff?

Please fill out an [Exhibitor Registration Form](#) for each staff member. Three complimentary exhibitor badges per 10' x 10' booth are allowed.

How do I make a change and/or addition to our booth staff?

If you have any **changes or additions** to make to your booth staff, please e-mail [GFOA Conference](#) as soon as possible before the start of the conference. If you have changes to make onsite, please resolve them in the “**Exhibitor**” line at GFOA Registration in the convention center.

I am only working my company’s booth for one day. Do I need to register?

Each member of your team must be registered to enter the Exhibit Hall.

If you have not yet done so, submit an [Exhibitor Registration Form](#) for each person working at your booth.

- 3 per 10x10 booth (complimentary)
- Additional exhibitor badge (\$205 before 4/13) (\$410 after 4/13)
- Access to Exhibit Hall and Sunday Night Welcome Reception only

Register as an **Exhibitor/Delegate in step #3 on the form**

- \$525 fee

- Access to all educational sessions, delegate luncheons, Exhibit Hall, and Welcome Reception

I want to send a mailing to GFOA delegates before and after the conference. How can I do that?

Place an order for your mailing using the [Pre- and Post-Show Mailing Labels Order Form](#).

How do I check to confirm that my company is listed in the Buyer’s Guide? If we’re not listed, how do we get listed?

See the [2018 Buyer’s Guide](#). If you are not listed, please fill out the [Buyer’s Guide Entry Form](#).

My company wants to hold a hospitality event during the conference. What are the open nights?

Open nights to host a hospitality event are:

- Saturday, May 5, 2018, after 5:00 pm
- Sunday, May 6, 2018, after 6:30 pm
- Monday, May 7, 2018, after 5:30 pm

Will GFOA make conference delegates aware of my event?

Yes. We will list your event on the message center screens. Please e-mail the details of your event to [Natalie Laudadio](#).

How do I obtain approval on my company’s give away/raffle items at the booth?

Send an e-mail with your items to [Natalie Laudadio](#). We ask that exhibitors do not give away lanyards as they will interfere with GFOA’s attendee lanyards and the Continuing Education scanning process.



My company will be awarding a raffle prize. Will GFOA announce the winner?

Each exhibiting company is responsible for reaching out to their winner(s) and awarding the prizes.

Will there be an exhibitor lounge?

Yes. Go to the back of aisle 100 to booth 145 for water, coffee, and snacks.

Will there be charity opportunities?

- **Operation Food Search.** Stop by their table in the convention center to see items needed for **family meal kits.** [Go here](#) to make a monetary donation.
- **Ronald McDonald House Charities of St. Louis.** We will be holding a drive for new and unused **books, stuffed animals, and toys** at the convention center. Bring an item(s) with you to donate. Look for the collection bins in the convention center. Please also save your **pop tops** from any soda cans to bring with you to St. Louis and while onsite. We will have marked containers in the convention center to collect the tabs. The tops are recycled and turned into a monetary donation.
- **St. Louis Food Bank.** Stop by their table in the convention center to create a cheerful **note** that will be included in meal boxes delivered to the area's senior citizens. Cards will be provided.

What other companies are exhibiting and sponsoring this year?

Please see GFOA's current list of [exhibitors](#) and [sponsors](#).

Will there be Wi-Fi in the Exhibit Hall?

Booths that paid to have internet service at their booth through Freeman will have internet access.

What is the internet password for the convention center?

SSID: [GFOA2018](#)
Password: [GFOA8102](#)

Will there be a GFOA Conference mobile app?

Yes. Download GFOA's annual conference mobile app, "GFOA 2018 Annual Conference," from the Apple App Store for iPad and iPhone and from Google Play for Android. The GFOA 2018 mobile app allows you to view the schedule, presentations, exhibitors, and speakers. Additional details about the app will be included in GFOA's conference program guide.

If you have any partners to suggest that you think would be a great exhibitor for the 2018 Annual Conference, please e-mail [GFOA Conference](#).

SPONSORSHIP OPPORTUNITIES

How do I become a conference sponsor?

Sponsorship is a great way to get your company noticed beyond the Exhibit Hall floor. [Click here](#) to view this year's opportunities and pledge form. If you have a custom idea, contact [Barb Mollo](#).



HOUSING

Who is GFOA's official housing company?

Experient is the **ONLY** official housing company for this event and will not contact attendees directly to make a reservation. Booking through GFOA's official housing provider will ensure that delegates and exhibitors receive the GFOA discounted rate and are working with a reputable company and that credit card information is secure.

What hotels are included in the official GFOA block? How do I reserve a room?

[Click here](#) to view a map of GFOA's official conference hotels, make online housing reservations, and access the housing reservation form.

TRAVEL & TRANSPORTATION

What is the best way to travel to St. Louis? Does GFOA have any arranged travel discounts? Once I'm in St. Louis, how do I get around?

[Click here](#) to read about airline and rail travel, as well as options for public transportation. Airline discounts are included in the link.

Will shuttle buses be provided from the airport to my hotel?

Conference attendees are responsible for their own travel to/from the airport, but there are plenty of public transportation options that will take you from the airport to your hotel. [Click here](#) to read more.

How far away is the airport?

St. Louis Lambert International Airport is 14 miles northwest of downtown. For information about **shuttles or taxis** from the airport to GFOA's official conference hotels, visit [Go Best Express](#) (save 10 percent on a roundtrip ticket) or [St. Louis Lambert Taxi](#).

I am renting a car. Do you have any arranged discounts?

GFOA also has arranged for discounts on rental cars through Hertz. [Click here](#) for details.

GFOA EVENTS

Will there be a Welcome Reception?

Help GFOA kick off the start to our 112th Annual Conference by joining us for a welcome reception! On Sunday, May 6, from 5:00 pm - 6:30 pm, enjoy beverages and appetizers in the convention center. The exhibit hall will be open during this time.

Will there be a Closing Event?

Join us in the beautifully restored Peabody Opera House on **Tuesday, May 8, 7:00 pm – 10:00 pm**.

After enjoying a night out for dinner in St. Louis, join us for some dessert (7 pm) and a concert (8 pm) with **Pat Benatar and Neil "Spyder" Giraldo** four-time Grammy winners, married 36 years and musical partners for 39 years.

Pat Benatar and Neil Giraldo met each other in 1979 for the first time, in a small rehearsal room at SIR studios in New



York City. The rest as they say, “is history.” Pat Benatar’s staggering vocal range and Neil Giraldo’s trailblazing artistry as a guitarist, producer, songwriter and arranger, together forge the undeniable chemistry and unprecedented sound that created some of rock’s most memorable hits, including “Love Is a Battlefield,” “Heartbreaker,” “We Live for Love,” “We Belong,” and the signature, “Promises in The Dark.” Together they have sold over 30 million albums worldwide and won an unprecedented, four consecutive Grammy awards.

In 1982, Benatar and Giraldo were married and have two grown daughters. Their rock and roll love affair has endured for more than three and a half decades. Pat and Neil continue to tour, selling out concerts and wowing audiences everywhere. There is a chemistry that will undoubtedly be thrilling music fans forever.

Ticket price includes entertainment, beverages, and dessert. Courtesy **roundtrip shuttle service** will be provided for GFOA attendees to the Peabody Opera House beginning at **6:45 pm**. You must have a conference badge to purchase a ticket to this event.

A **limited** number of tickets will be available to purchase onsite at GFOA Registration.

- Adults: \$25 in advance (\$30 after May 4 or on site)

- Children and young adults under 21: \$10 in advance (\$15 after May 4 or on site)
- Children under 5: complimentary

ABOUT ST. LOUIS

Will tours be available?

[Click here](#) to read about this year’s offerings and to sign up online.

What weather can be expected in May?

The average high temperature for the month of May is 76 degrees and the average low is 57 degrees.

Is there a discount for the Cardinals baseball games? How do I purchase tickets?

GFOA has reserved a block of discounted Cardinals baseball tickets against the Chicago Cubs and Minnesota Twins over the conference. For information and to purchase tickets, go to www.cardinals.com/gfoa. **Tickets are limited.**

GENERAL INQUIRIES

How many delegates are currently registered?

We have more than 3,600 delegates registered.

Will GFOA send a list of this year’s conference delegates to exhibitors?

Yes, a PDF with the name, title, and organization of each delegate will be e-mailed from announcements@gfoa.org on **April 20**. The e-mail will be sent to the exhibitor contact we have on record for

each company. The file is available in Excel format to conference sponsors **only**.

What are the details of next year's conference?

GFOA's 113th Annual Conference will take at the **Los Angeles Convention Center, May 19–22, 2019 (exhibit dates: May 19–21)**. Registration for delegates will open in the fall on GFOA's website. Housing for delegates and exhibitors will also open in the fall.

I want to sign up to exhibit for next year's conference. How do I go about doing that?

The contract and floorplan will be e-mailed to all exhibit contacts on **April 23**. The contract and floorplan will also be dropped off to each booth on site at America's Center Convention Complex. Booths will be assigned on **June 30**. *Please note that this year's conference sponsors have priority in booth selection.*

What are GFOA's social media accounts?

- **LinkedIn**
 - [Government Finance Officers Association \(GFOA\)](#)
- **Twitter**
 - [@GFOA](#) (#GFOA; #GFOA2018)
 - [@GFOAJobs](#)
 - [@ChrisGFOA](#)
- **Facebook**
 - [GFOA of the US & Canada](#)
 - [GFOA Members Group](#)

Reach out to [Timothy Martin](#), Senior Manager of Membership Engagement, for further details and questions.

I want to Tweet about the conference. Do you have any suggestions?

We encourage exhibitors to post to social media. Here are some examples to get you started:

- We're counting down the days until the @GFOA Annual Conference in @explorestlouis. Don't forget to stop by our booth in the Exhibit Hall. #GFOA2018
- Are you going to the 112th @GFOA Annual Conference in @explorestlouis? We'll be there! Hope to you see you in the Exhibit Hall May 6–8. #GFOA2018
- We're excited to join @GFOA at the 112th Annual Conference in @explorestlouis May 6–8. See you in the Exhibit Hall. #GFOA2018
- We can't wait to join #localgov finance officials at the @GFOA Annual Conference in @explorestlouis May 6–8. #GFOA2018

I need to rent a wheelchair/scooter to get around the convention center. How do I go about doing that?

If you need to **rent a wheelchair or scooter** for the conference, please contact **Missouri Medical Supply** before you arrive in St. Louis to arrange to have one delivered to the convention center. (phone: 314-997-3600; www.momedsupply.com)

I will be leaving my company soon and there will be a new exhibitor contact. What do I do?

Please e-mail conference@gfoa.org with the new contact's information.

**What should I do if I have a question
that is not on this list?**

We're happy to assist you with any
additional questions you may have on this
year's event. Please e-mail
conference@gfoa.org.

**WE LOOK FORWARD TO
SEEING YOU!**

